

VACANCY ANNOUNCEMENT



Tri-Mission Management

Serving the U.S. Missions to France, OECD, & UNESCO

TO: All Interested Candidates
SUBJECT: Telephone Operator – Temporary position (Full Performance Level*)

DATE: October 8, 2014
NUMBER: V-2014-075 FP

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS AT THE TIME OF APPLICATION TO BE ELIGIBLE FOR CONSIDERATION. THE MISSION DOES NOT SPONSOR WORK PERMITS.

LENGTH OF APPOINTMENT: To Cover Leave. This appointment may be extended until the return of the employee.

POSITION: PC-5514 – Telephone Operator, FSN-4, FP-AA**

OPENING DATE: October 8, 2014

CLOSING DATE: October 22, 2014

WORK HOURS: Full-time: 40 hours/week for Not Ordinarily Resident
Full-time: 35 hours/week for Ordinarily Resident

SALARY: Not Ordinarily Resident: \$ 24,763.00 gross p.a. (starting salary)***
Ordinarily Resident: € 25.903,00 gross p.a. (starting salary)

* This position is being advertised simultaneously with the Training Level, FSN-3, FP-BB

** Actual grade and salary will be based on the qualifications of the applicant

*** Overseas Comparability Pay will apply if an FMA appointment

The Information Management Office (IMO) at the U.S. Embassy in Paris seeks a Temporary Telephone Operator.

BASIC FUNCTION OF POSITION:

The incumbent acts as Telephone Operator in response to inquiries from and to all areas of the community and to and from all areas of the foreign affairs community within the Mission, to include all commercial and cultural activities. In addition, responds to a large range of inquiries from U.S. citizen tourists. The incumbent acts as interpreter when requested especially at night or on week-ends between Embassy officers and French officials such as police, hospital staff and diplomats. Notifies the proper Embassy officials when terrorist and bomb threats are received. Performs other duties as assigned.

A copy of the full position description is available from the Human Resources Office.

QUALIFICATIONS REQUIRED:

Notes: 1) Applicants are required to submit their applications/resumes/CVs in English and French. 2) Applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. Items 1-5 are all required.

1. Education:

Completion of secondary school (equivalent to a U.S. High School diploma) is required.

2. Prior Work Experience:

A minimum of six months of experience working with electronic or computer switchboard operation including dealing and working with the public.

3. Language proficiency: (These may be tested)

English (W-R-S), Level-4 – Fluency is required.

French (W-R-S), Level-4 – Fluency is required.

4. Knowledge: (These may be tested)

Familiarity with the make-up of the various elements of the Mission and the U.S Government agencies served by the switchboard.

Good knowledge of the operation of switchboard.

Good knowledge of the security, police and medical procedures of France in order to handle emergency calls from Mission personnel.

5. Skills and abilities: (These may be tested)

Must be able to operate a computer-based telephone switchboard.

Must be able to be courteous, tactful and use discretion while offering high standards of telephone service.

Must be able to maintain self-control during crisis or when dealing with difficult callers.

Must be able to comprehend all of the various instructions given.

Must be able to provide the best quality of service without causing repercussions or embarrassment to the U.S. Government.

Selection Process:

When equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Qualified USEFM applicants who are also U.S. Veterans will receive the highest preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

Additional Selection Criteria (see definitions):

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed U.S. Citizen EFMs who hold an FMA appointment are ineligible to apply within the first 90 days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply within the first 90 calendar days of their appointment, unless currently hired into a position with a "When Actually Employed" (WAE) work schedule.

To apply:

Interested applicants for this position must submit the following or the application package will not be considered.

1. Applicants who claim EFM or MOH status must include in the cover letter accompanying their application that they are claiming EFM/MOH status, their present nationality, and name and employing section/agency of their sponsoring family member.
2. Application for U.S. Federal Employment: DS-174 (available from the Embassy web site employment page), or
3. A current resume or curriculum vitae in English that provides the same information as an DS-174; plus
4. Candidates who claim U.S. Veterans Preference must provide a copy of their DD-214 form with their application;
5. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

Submit application only by Email to:

ParisRecruitment@state.gov

Please **send** applications **only by e-mail**.

Point of contact:

TEL: 01-43-12-25-74 / 01.43.12.26.52

FAX: 01-43-12-24-36

DEFINITIONS

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and
- EFM (see above) at least 18 years old; and
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad, or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and

Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, and who is under chief of mission authority; and

- Is residing at the sponsoring employee's post of assignment abroad; and
- Does not receive a Foreign Service or Civil Service annuity.

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and
- Not on the travel orders of the sponsoring employee; and
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and
- Does not ordinarily reside (OR, see below) in the host country; and
- Is not subject to host country employment and tax laws; and
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and
- Has legal, permanent resident status within the host country; and
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

CLOSING DATE FOR THIS POSITION: October 22, 2014

The US Mission in France provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, disability, age, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Distribution: All Interested Candidates